



**Message: RE: Email change needed**

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**✉ RE: Email change needed**

**From** Kraft, Emily **Date** Wednesday, March 1, 2017 8:29 AM  
**To** 'Carrie Hoelscher'  
**Cc**

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 **image001.jpg** (3 Kb HTML)  **image002.png** (7 Kb HTML)

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Hi Carrie - I apologize, for some reason I thought we had discussed this a few days ago. ITSD is unable to change her login email. She will have to create an entirely new account with her new email and have her clients reassigned to her new account if she wishes to use her new email. I would recommend this course of action if Thrive no longer has her old email as an active account (as she would never be able to reset her password, if necessary). However, if her old email is still active, and she would prefer to continue using it as her A2A login, I will have ITSD look into why it isn't letting her in. Let me know which course of action she would prefer to take.

As for the monthly client forms, Regina Wooten's account would also have access to those clients in order to enter the monthly forms, just as a back-up in case ITSD doesn't get this resolved in time.

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**From:** Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]  
**Sent:** Wednesday, March 01, 2017 8:19 AM  
**To:** Kraft, Emily  
**Subject:** RE: Email change needed

Hi Emily,

Thrive is wanting to know if Gina's email has been changed in the database yet. She's trying to work in the database and complete monthly client forms but is unable to do so, she says she keeps getting an "access denied" message when she attempts to login. She's tried using her old email address, as well as her new one.

Thanks for checking!  
Carrie

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**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]  
**Sent:** Thursday, February 16, 2017 8:33 AM  
**To:** 'Carrie Hoelscher' <carrie@allianceforlifemissouri.com>  
**Subject:** RE: Email change needed

I've let ITSD know of the change needed and will let you know when I hear that it's been done.

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**From:** Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]  
**Sent:** Thursday, February 16, 2017 8:27 AM  
**To:** Kraft, Emily; Gina Manual  
**Subject:** Email change needed

Hi Emily,

I believe I remember you telling me that any email changes for our subs on the database need to go through you to be changed??? If that's the case, Gina Manual at Thrive has recently gotten married. She is changing her name on her profile page, but her email has also changed. It WAS [gmanual@thrivestlouis.org](mailto:gmanual@thrivestlouis.org). It is NOW [gmanoj@thrivestlouis.org](mailto:gmanoj@thrivestlouis.org). Would you please let either me or her know when the email change has been made so she will know when to begin logging in with her new email as her username?

Thank you!

*Carrie*

Carrie Hoelscher

A2A Program Manager



Email 1

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